REPLACEMENT SHEET Business Customer Interface Interface Telephone Telephone -11 9 Web/Wap External Messaging Voice Gateway Gateway Geteways Gateway Voice WebWAP Messaging Custom Connector Connector Connector Connector -10 36 External System System Logic Processing Unit Connector External System 37 System Connector ,5 Geo Indexed Database Figure 1

REPLACEMENT SHEET

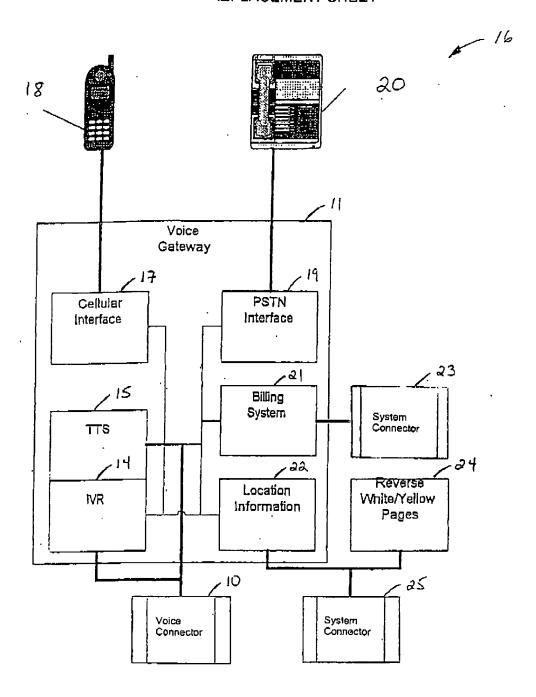


Figure 2

REPLACEMENT SHEET

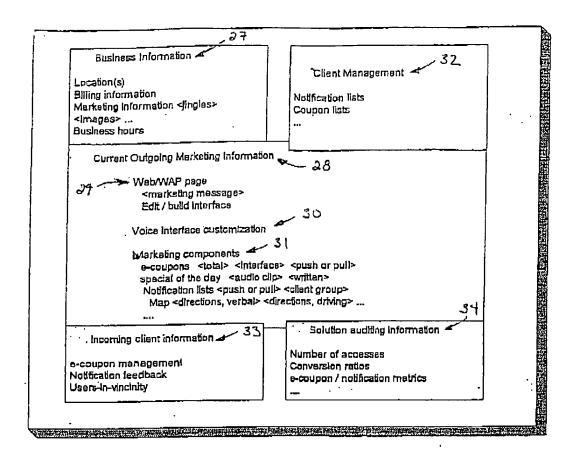


Figure 3

REPLACEMENT SHEET

